

Fig. 1A (prior art)

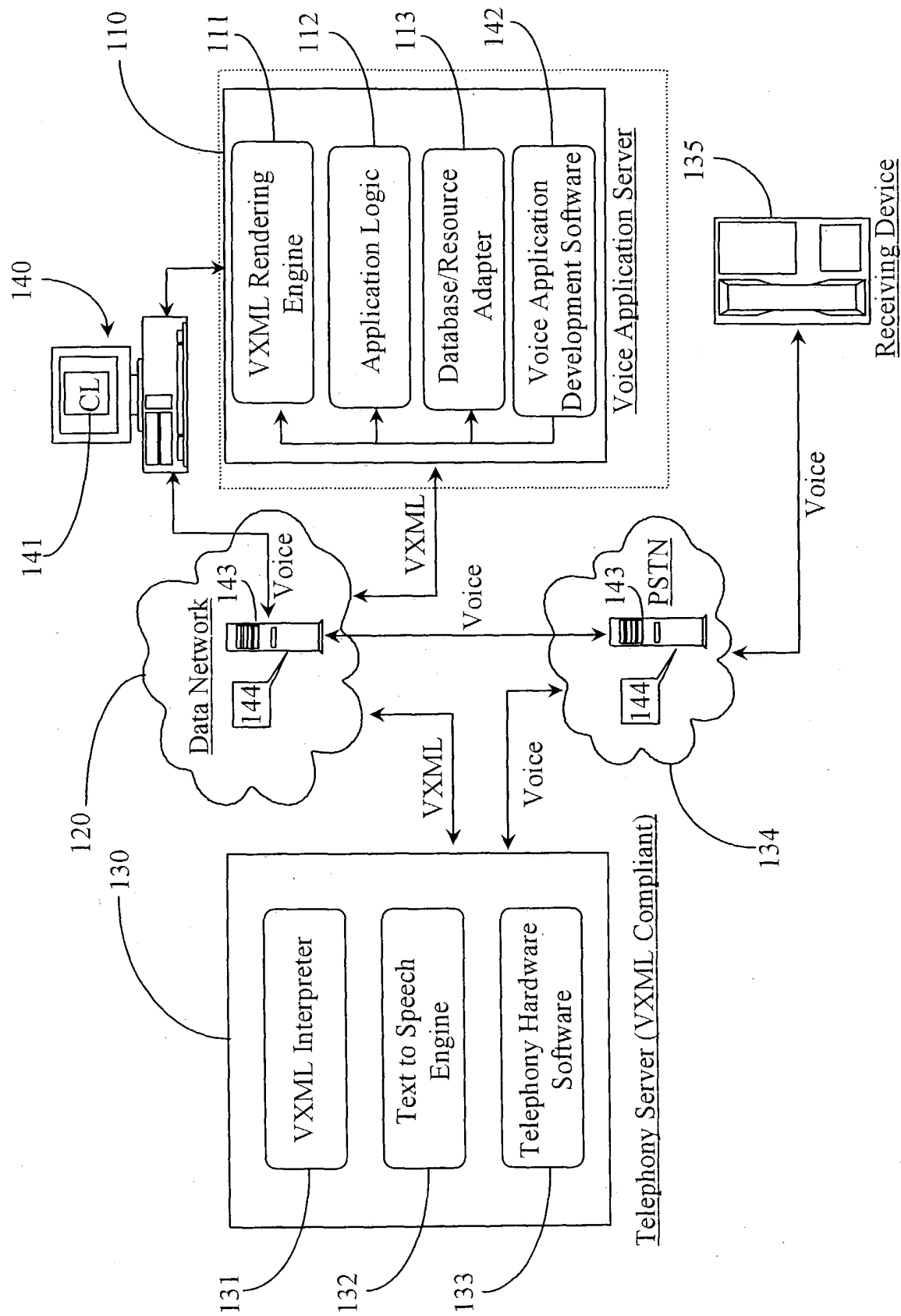


Fig. 1B

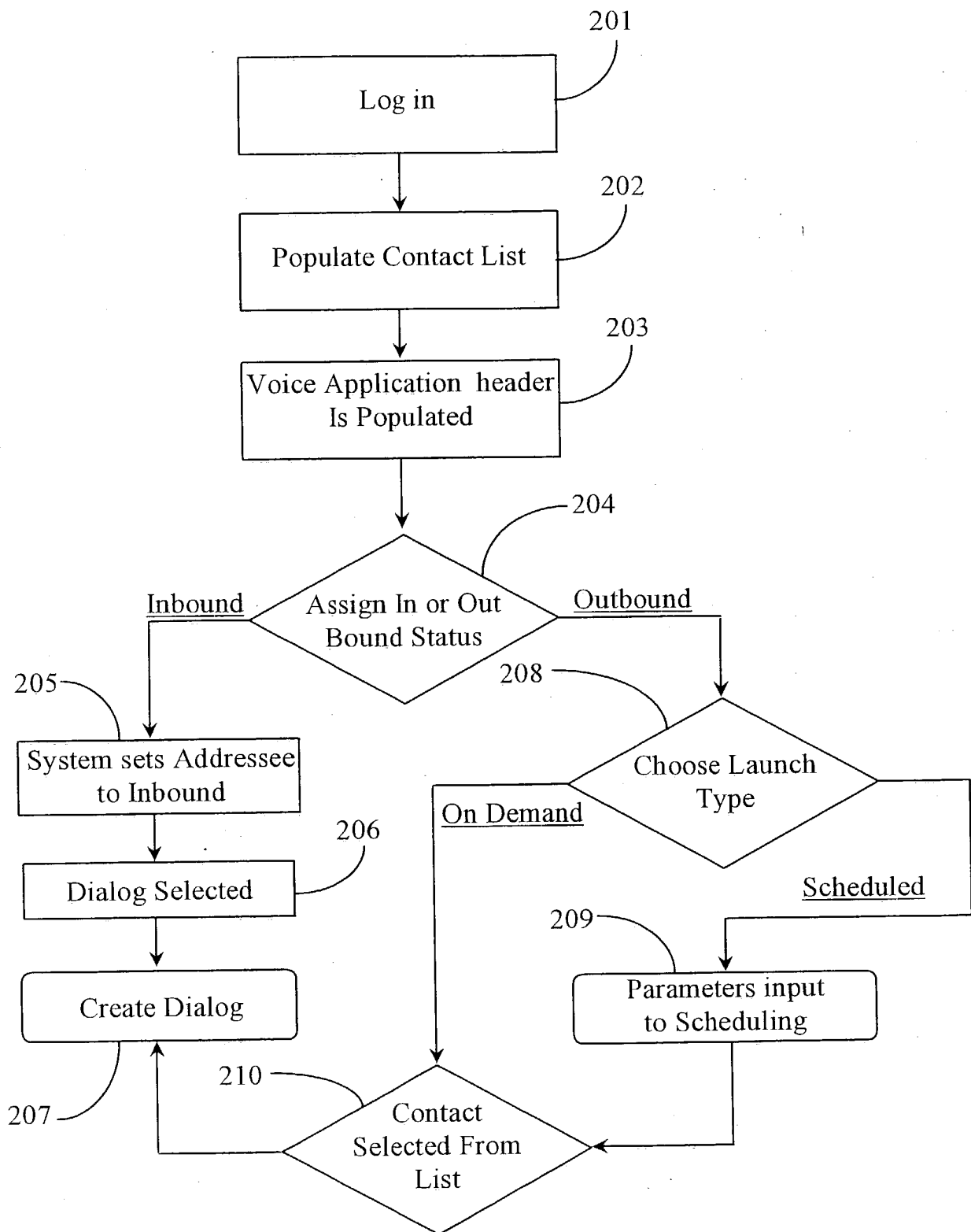
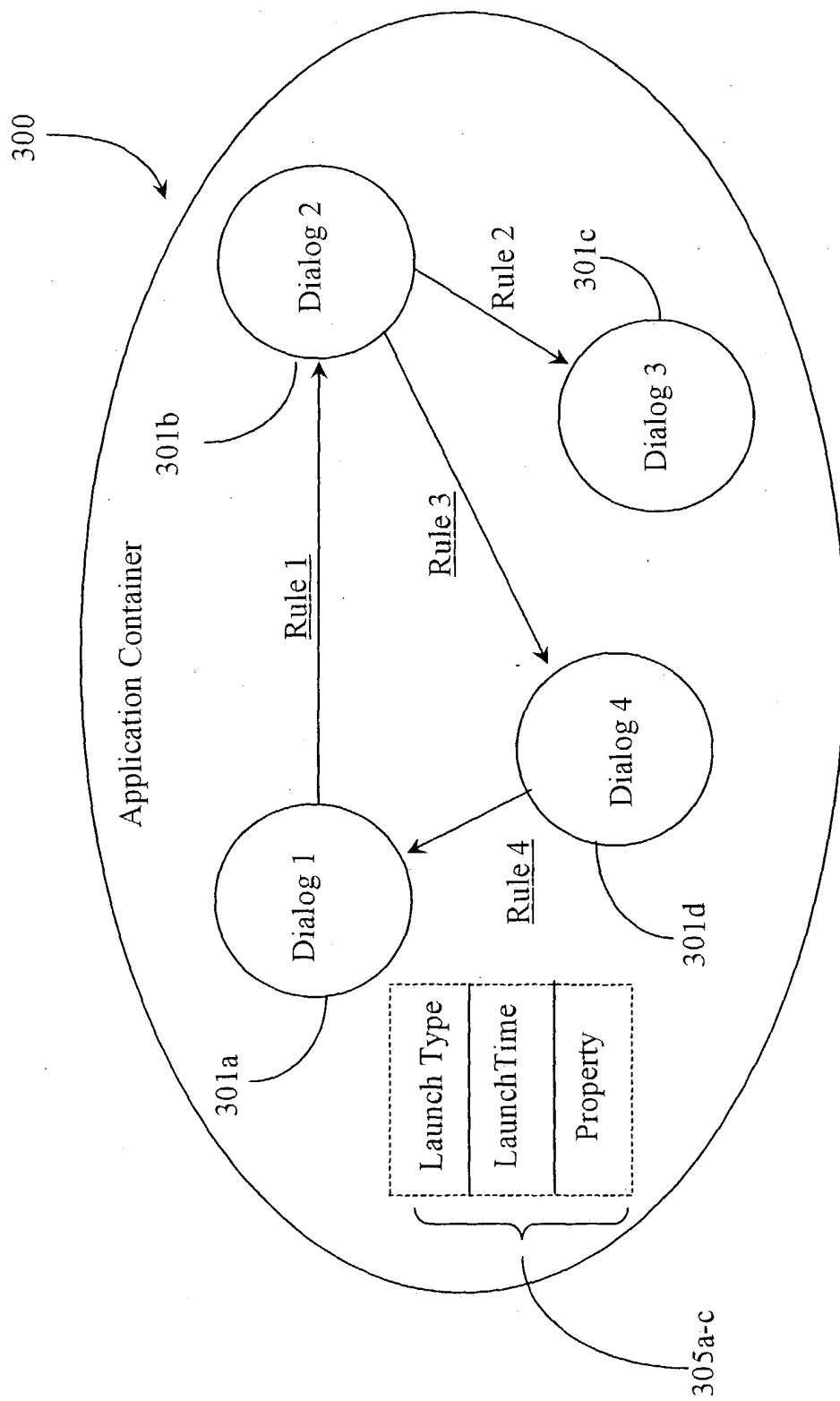
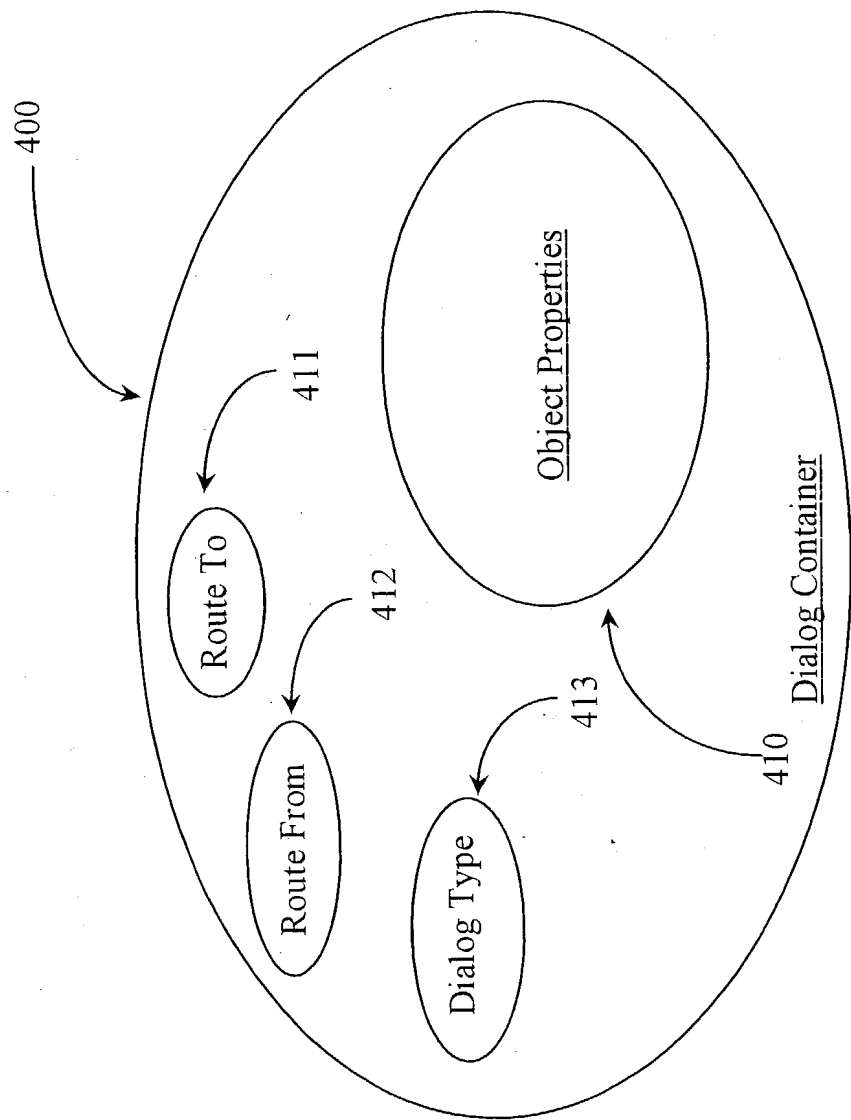


Fig. 2



Voice App Object Model

Fig. 3



Dialog Object Model

Fig. 4

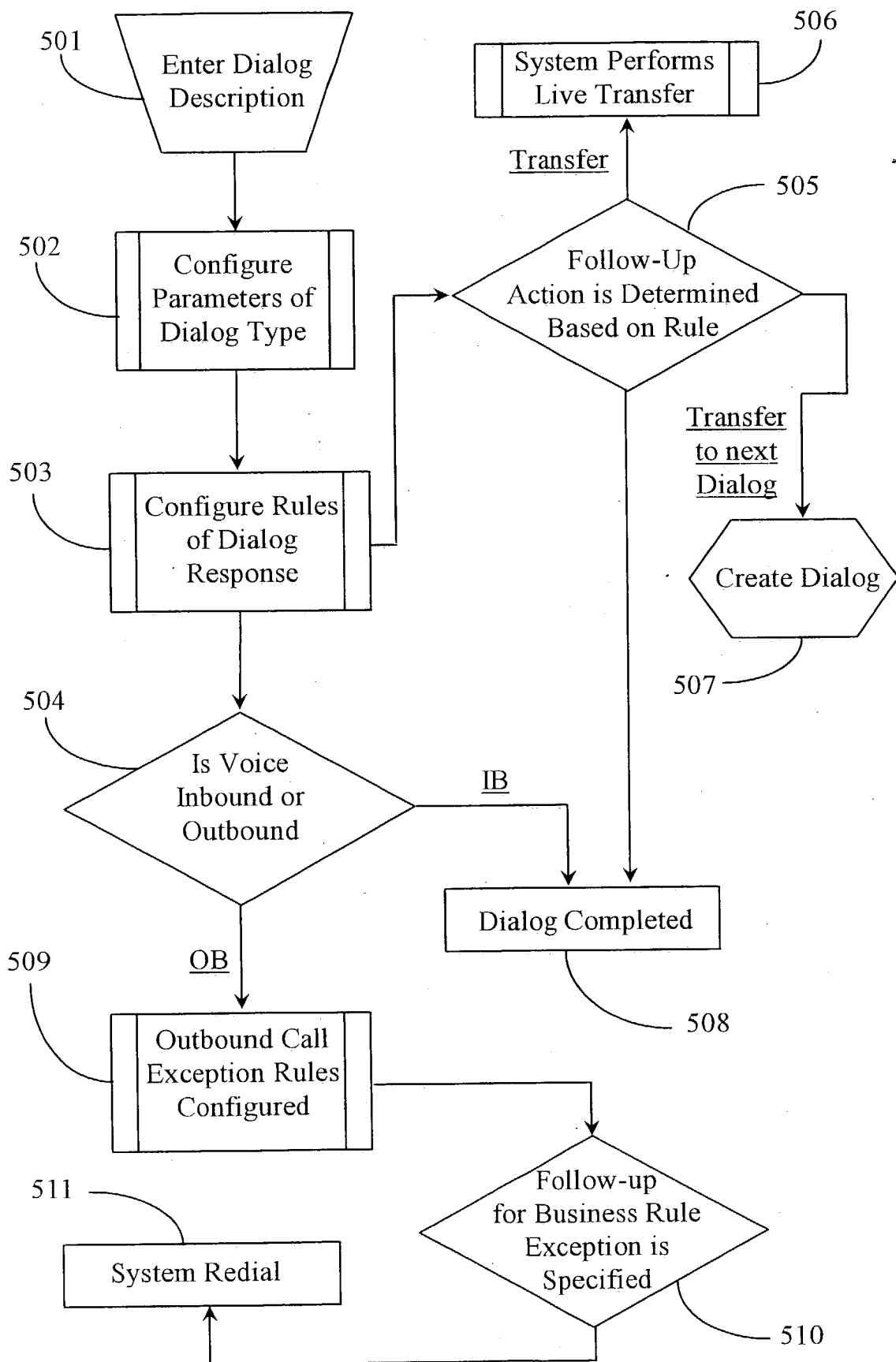


Fig. 5

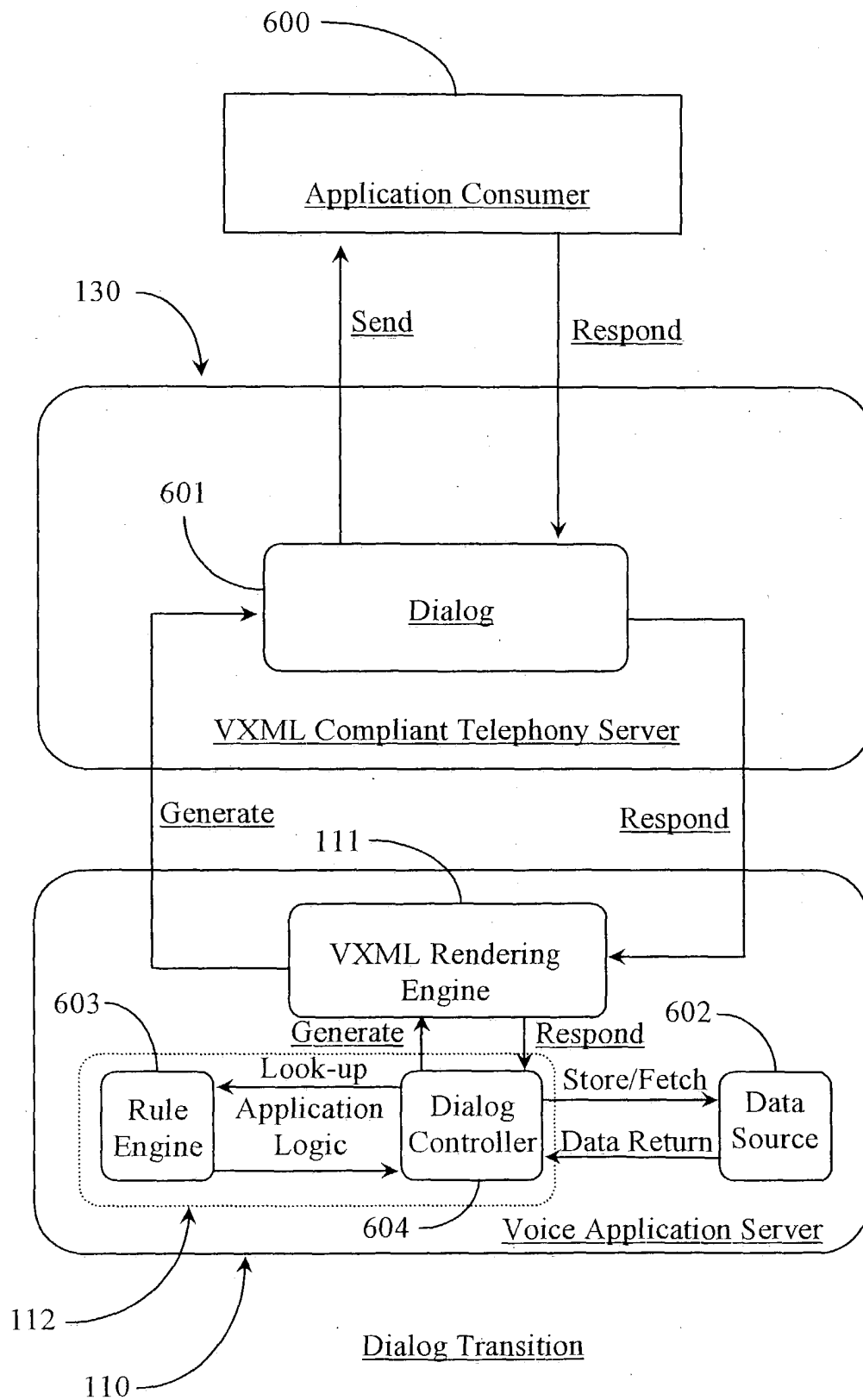


Fig. 6

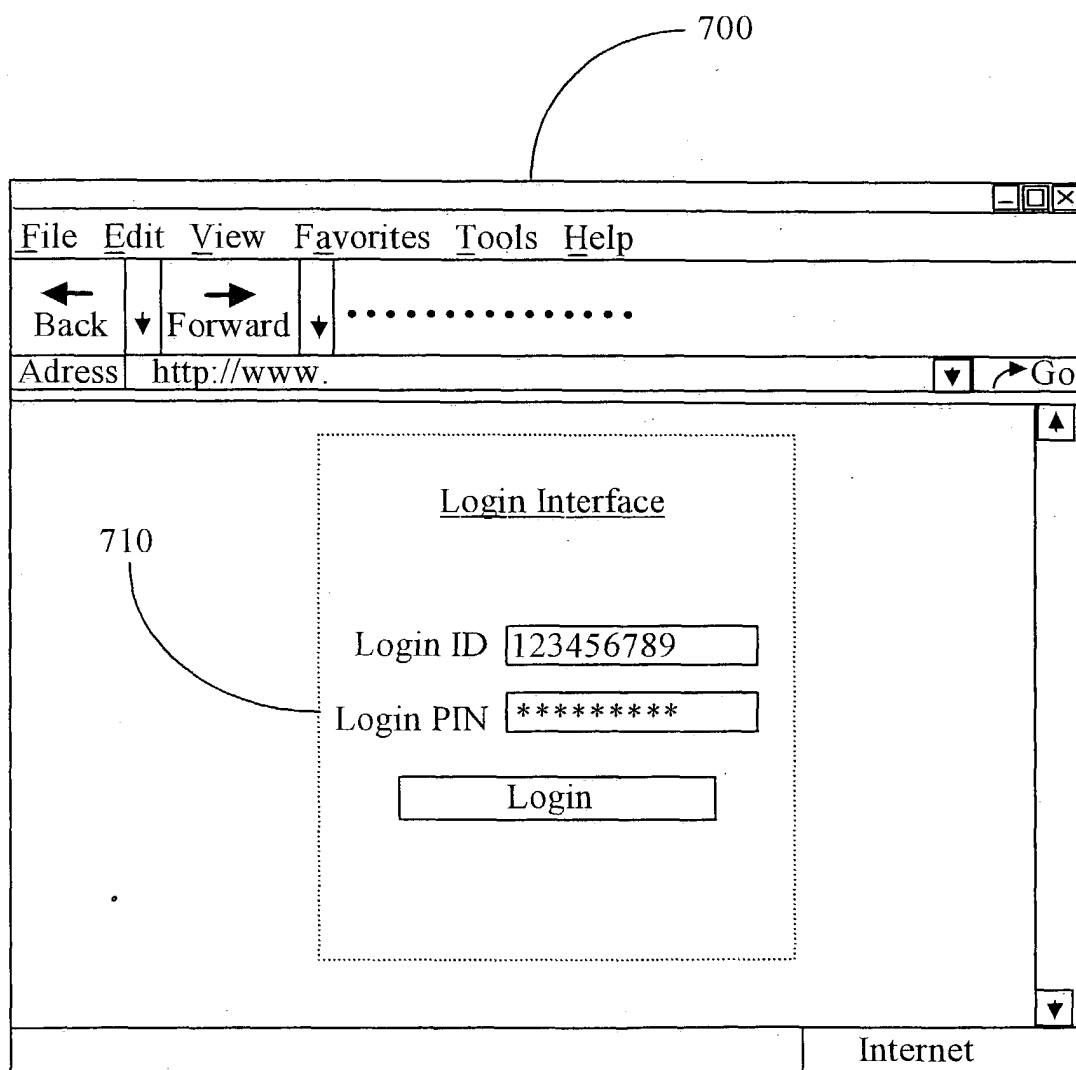


Fig. 7

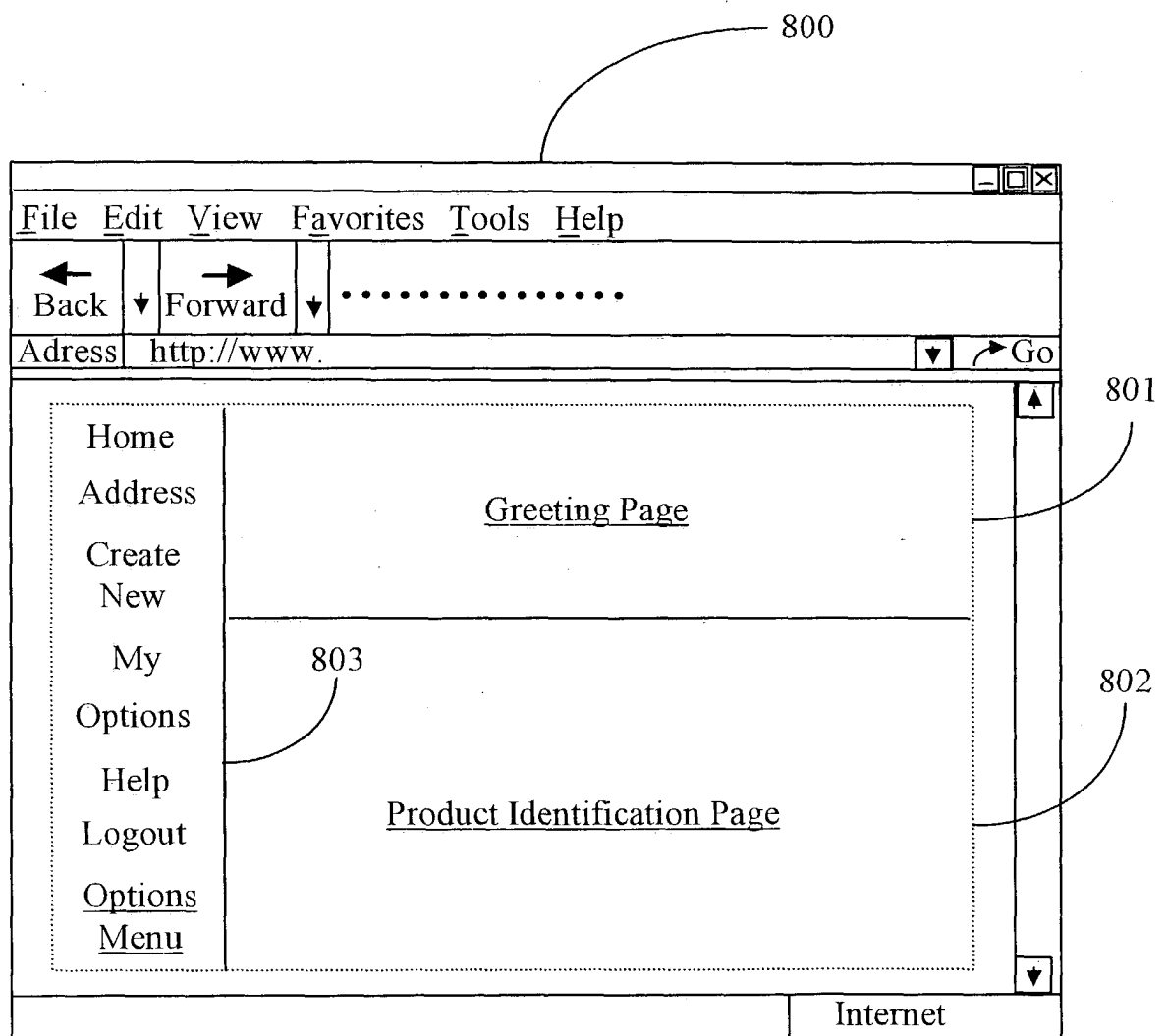


Fig. 8

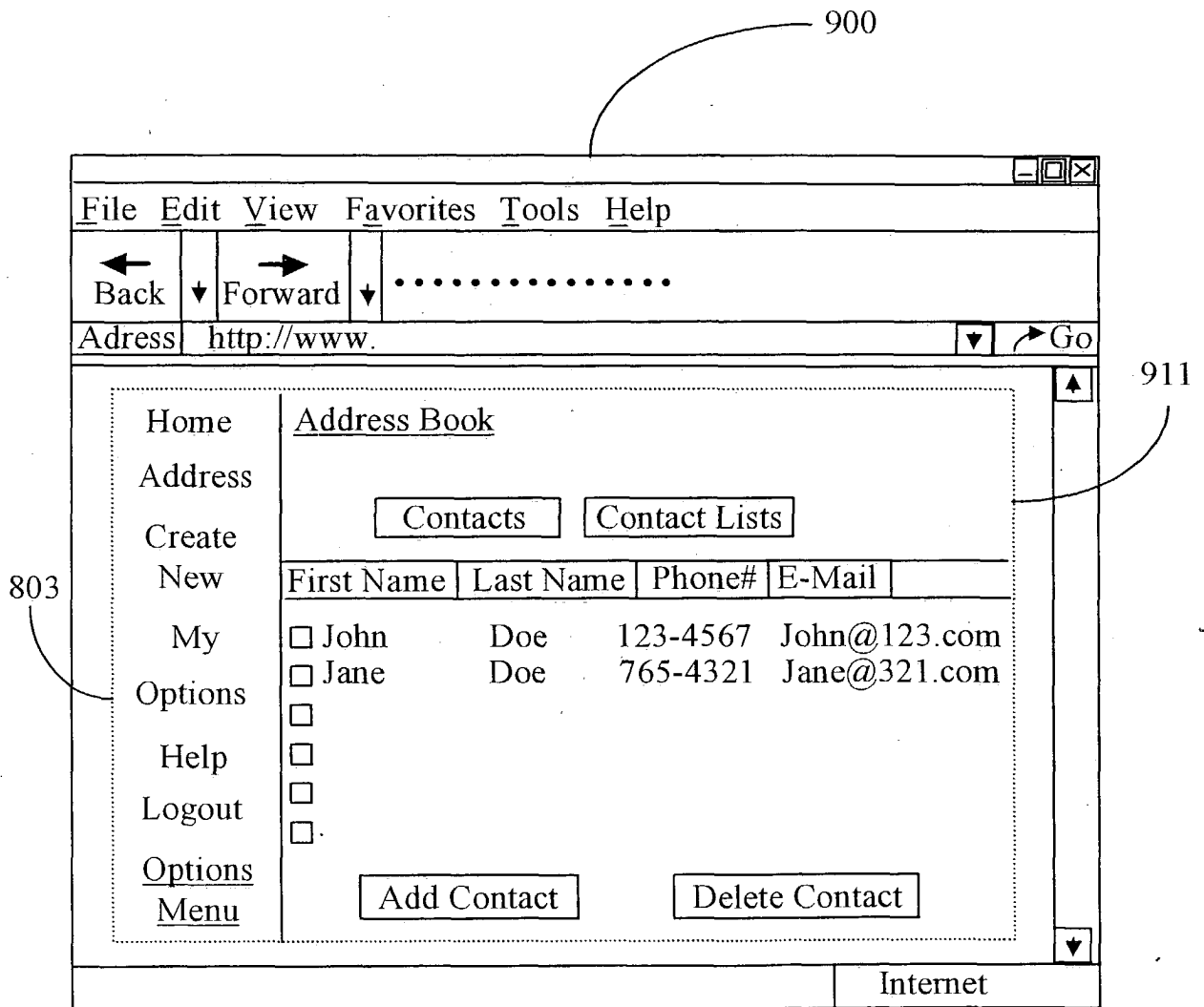


Fig. 9

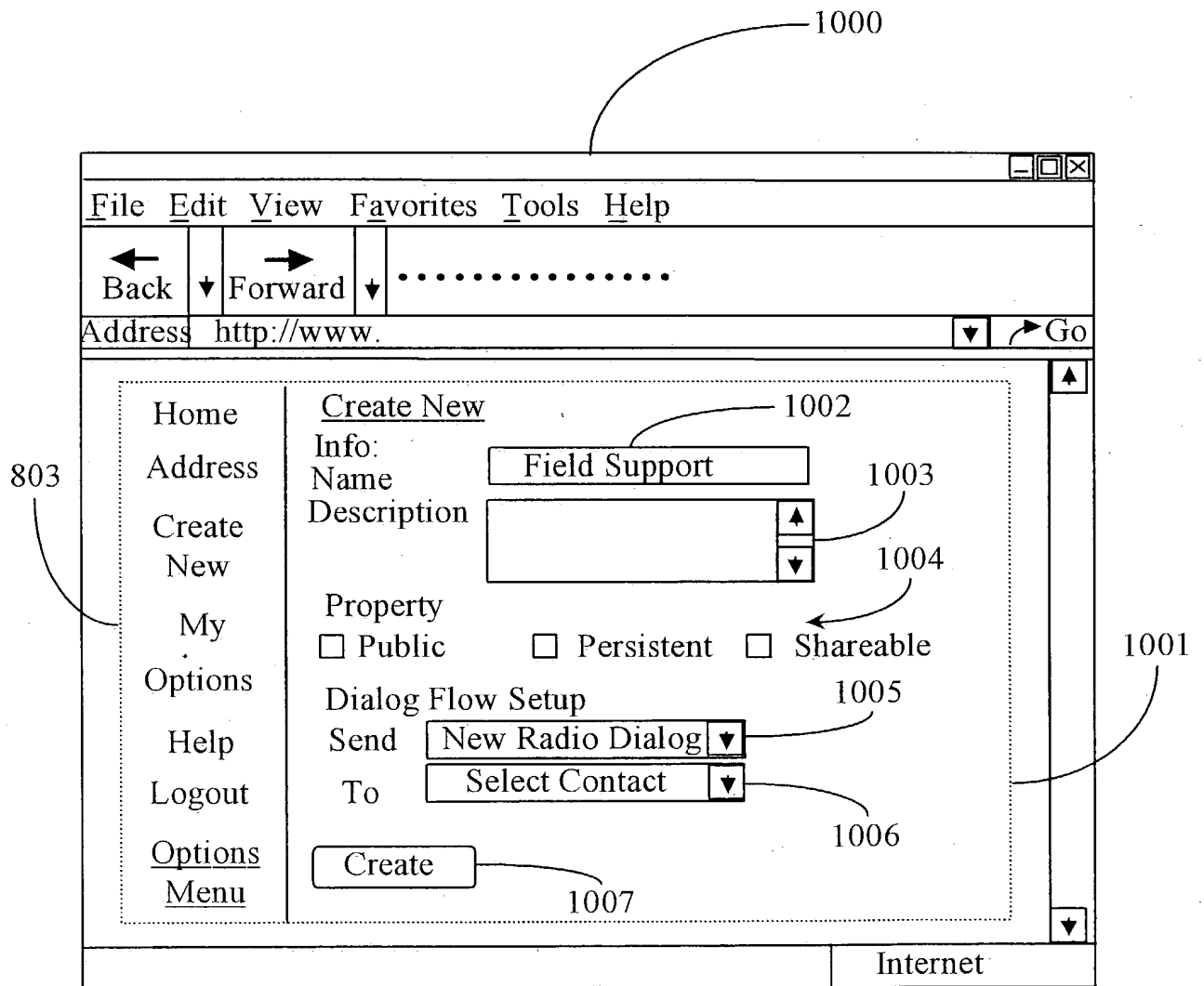


Fig. 10

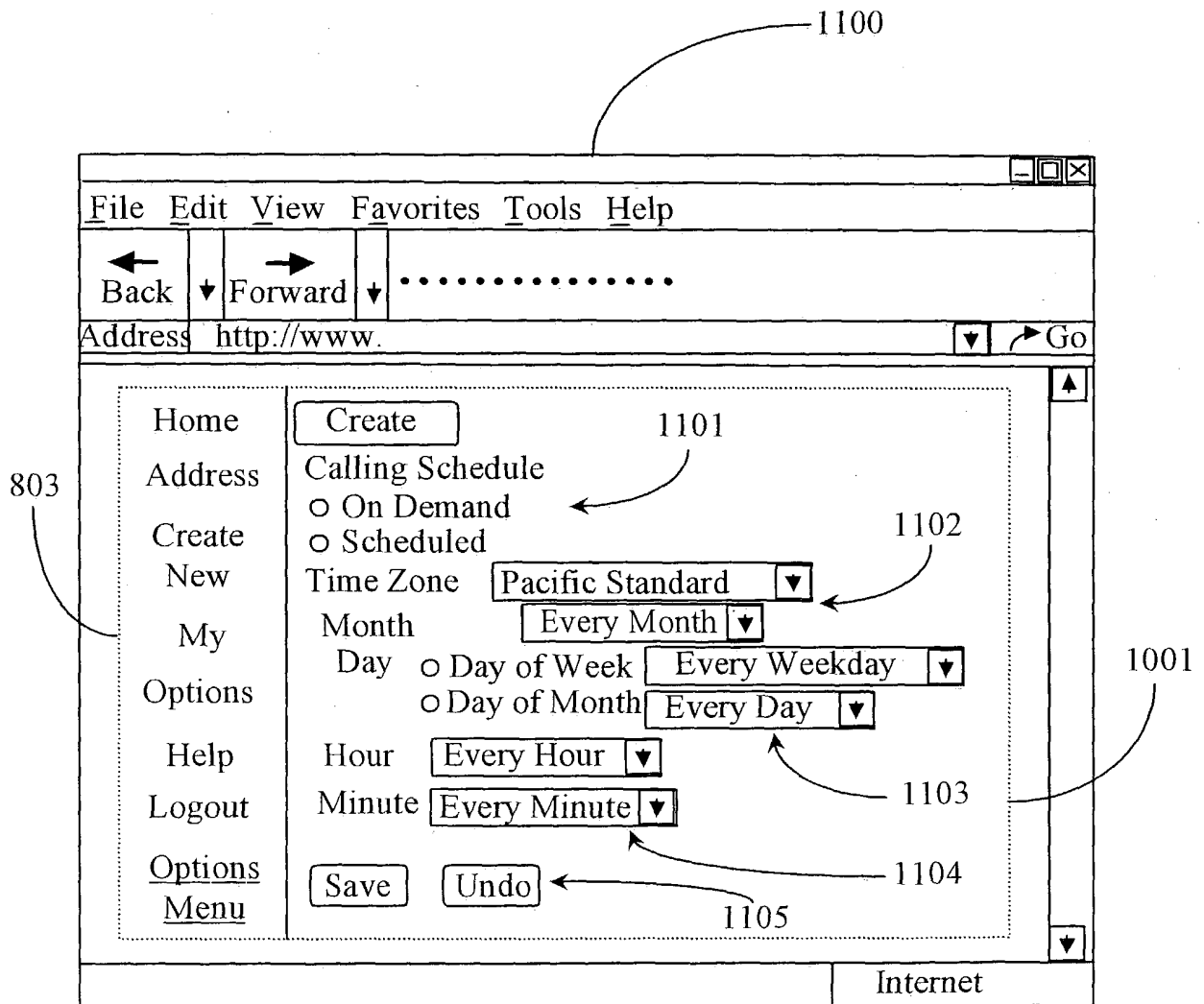


Fig. 11

1200

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route to John Doe

Dialog Name

Field Support

Dialog Description

▲

▼

Radio Dialog Expected Responses

☐ Response Follow-Up Action

<input type="checkbox"/>	Yes	<input type="radio"/> No Action	<input type="radio"/> Connect	Select ▼	<input type="radio"/> Send	R-Dialog	To	Select	▼ Details
<input type="checkbox"/>	No	<input type="radio"/> No Action	<input type="radio"/> Connect	Select ▼	<input type="radio"/> Send	Request	To	John Doe	▼ Details

Create New Responses

Delete Dialog Response

Route-to Connection Exceptions

☐ Exception Follow-Up Action

<input type="radio"/> Caller Reject	<input type="radio"/> No Action	<input type="radio"/> Redial	<input type="radio"/> Send RR ▼	To	John Doe	▼ Details
<input type="radio"/> Line Busy	<input type="radio"/> No Action	<input type="radio"/> Redial	<input type="radio"/> Send RR ▼	To	John Doe	▼ Details
<input type="radio"/> Voice Mail	<input type="radio"/> No Action	<input type="radio"/> Redial	<input type="radio"/> Send RR ▼	To	John Doe	▼ Details

Save Dialog

Save and Close

Undo Changes

1201

1202

1203

Dialog Design Window

Fig. 12

1300

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route from John Doe

Route to Jane Doe

Field Support

Machine number <resource: Machine_code/> is broken. Are you available to fix it?

Dialog Description

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☐ No Action
 ☐ Connect

Select

▼

○ Send

R-Dialog

To

Select

▼

Details

☐ No
 ☐ No Action
 ☐ Connect

Select

▼

○ Send

Request

To

John Doe

▼

Details

Create New Responses

Delete Dialog Response

Route-to Connection Exceptions

Exception

Follow-Up Action

Caller Reject

☐ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Line Busy

☐ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Voice Mail

☐ No Action

☐ Redial

☐ Send

RR

▼

To

John Doe

▼

Details

Save Dialog

Save and Close

Undo Changes

Dialog Design Window

Fig. 13

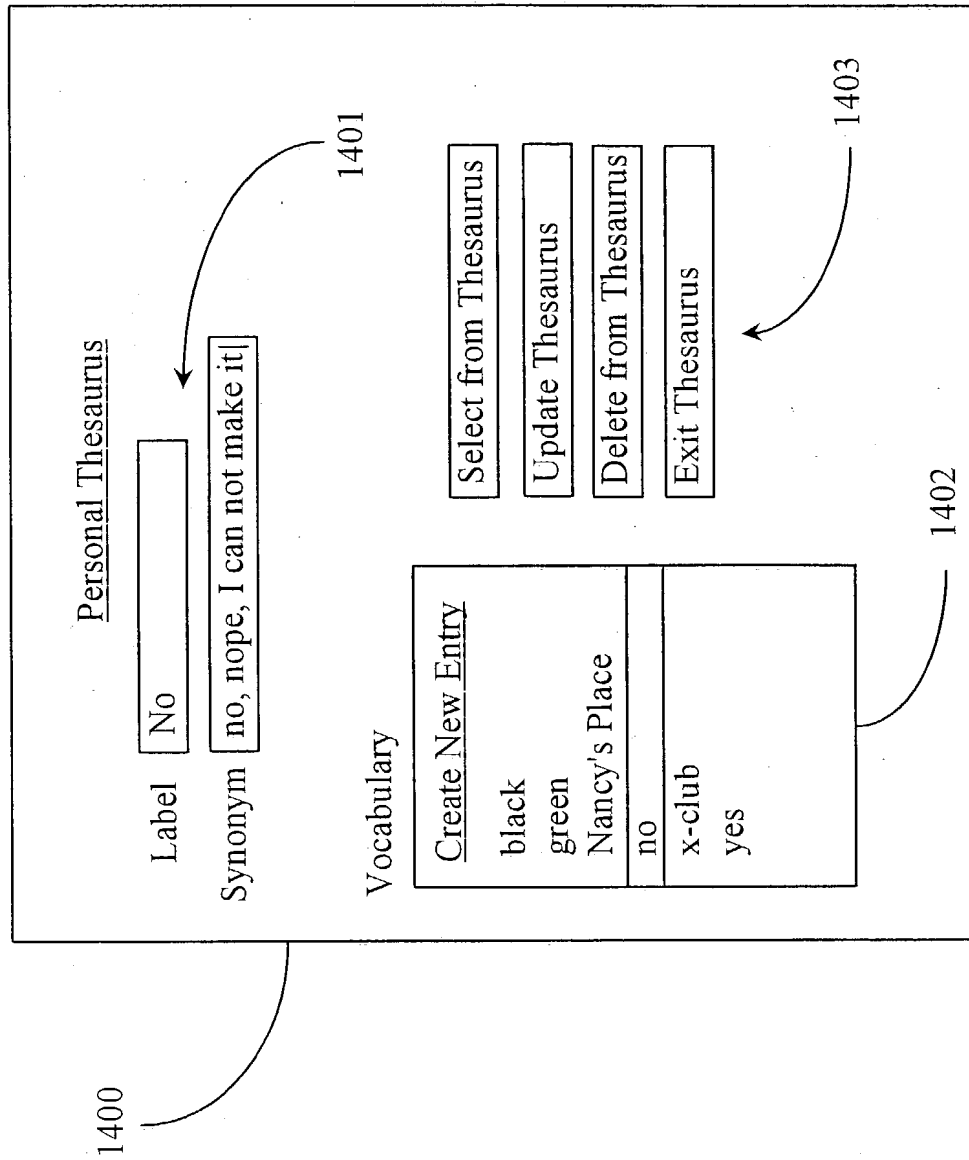


Fig. 14

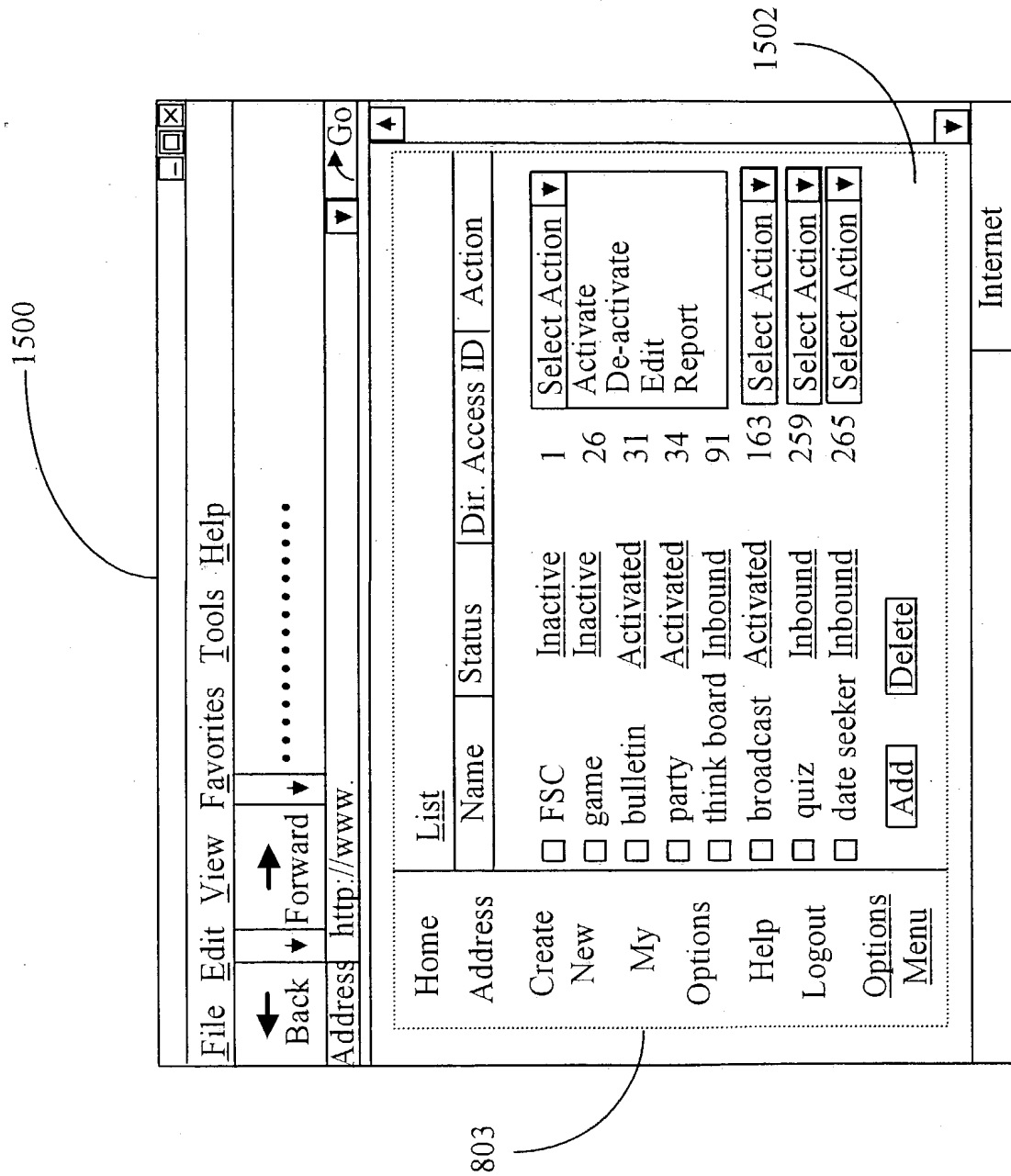


Fig. 15

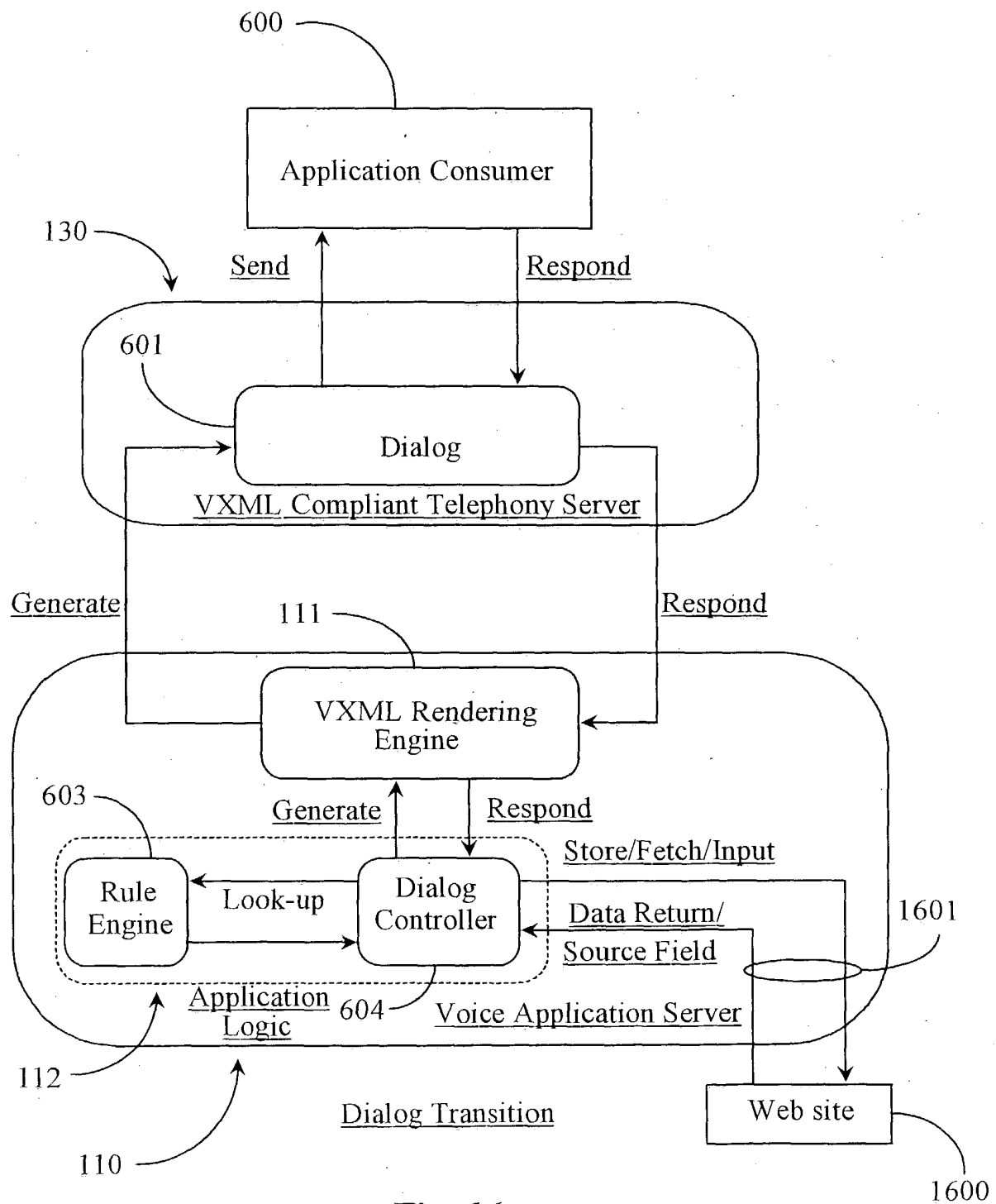


Fig. 16

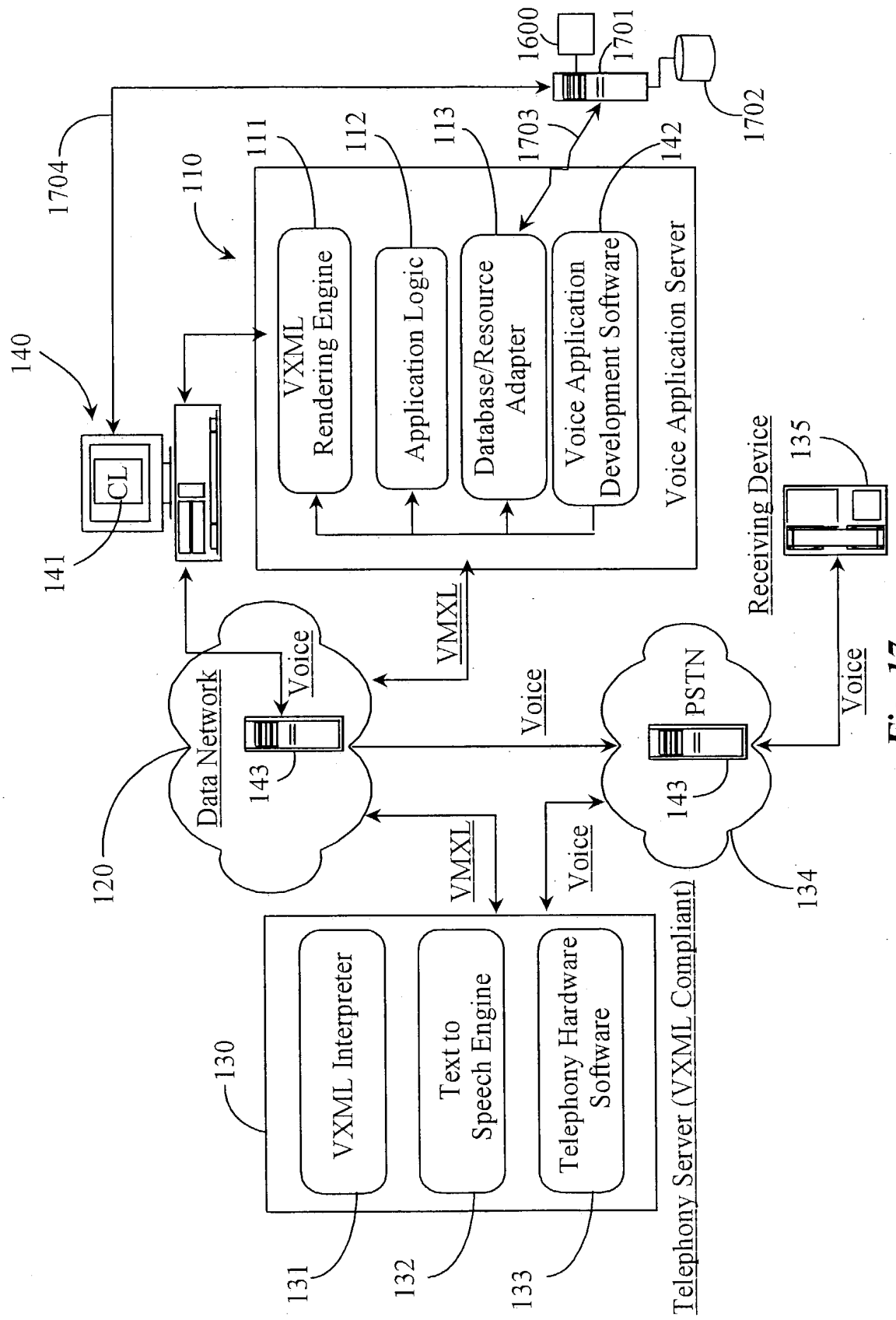


Fig. 17

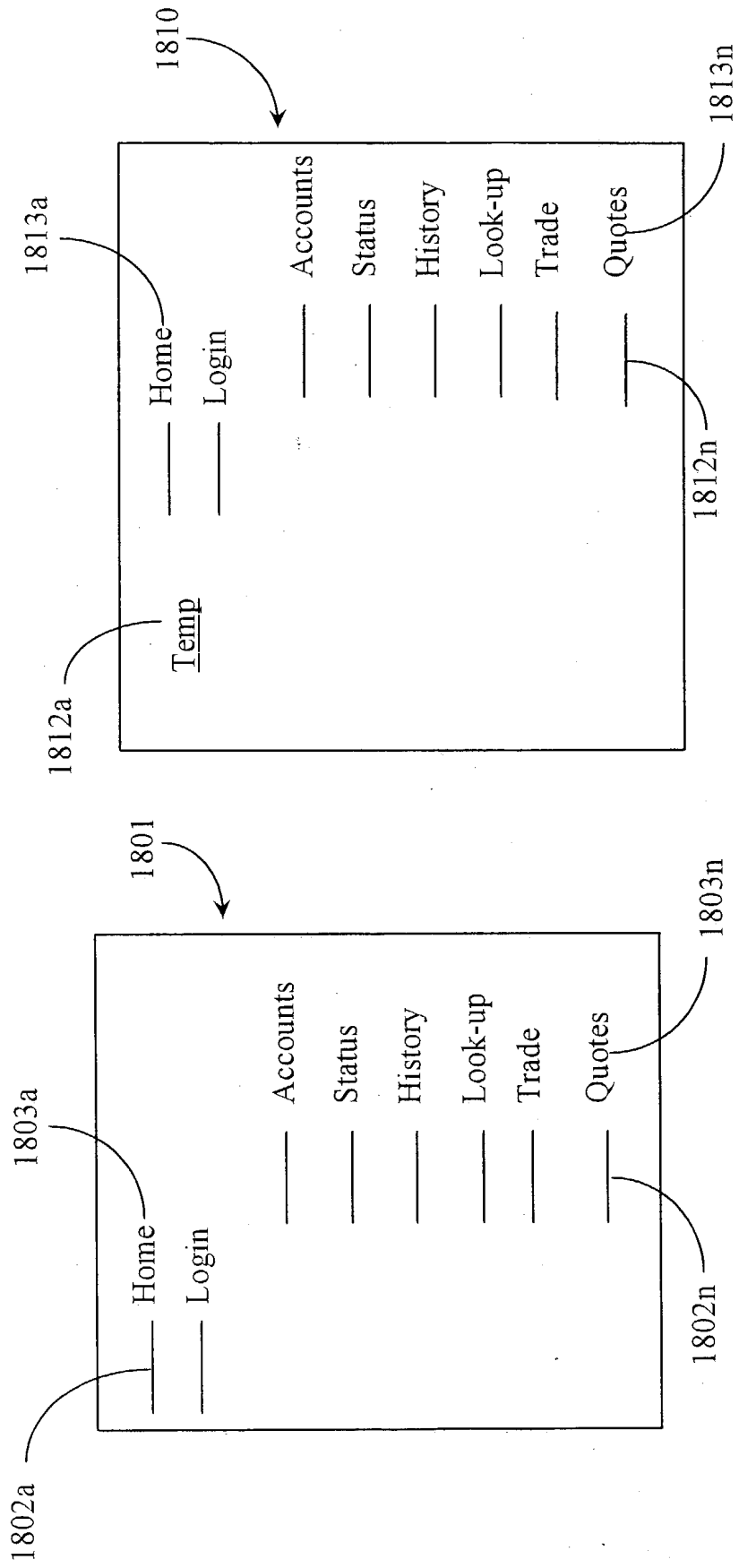


Fig. 18

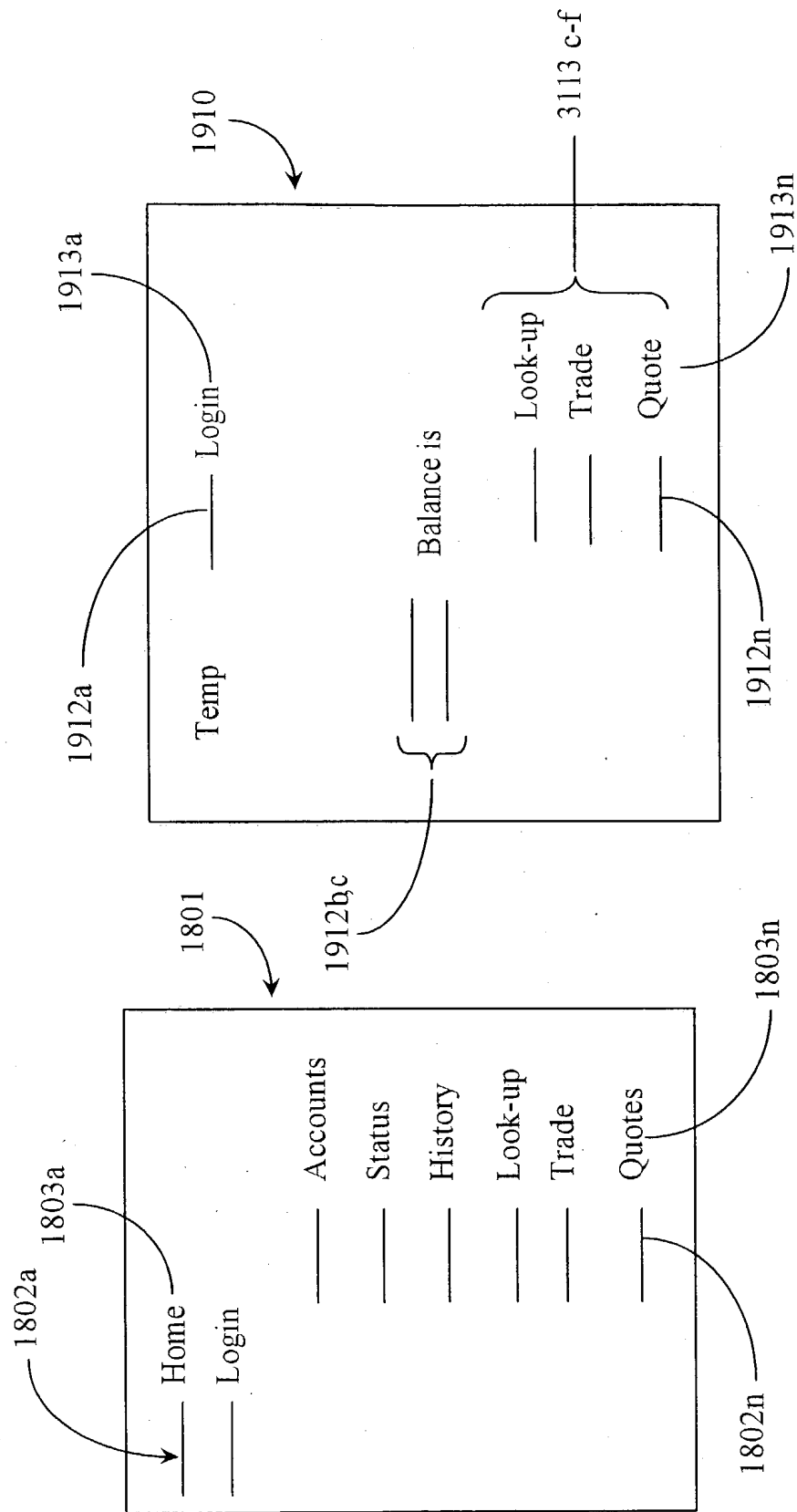


Fig. 19

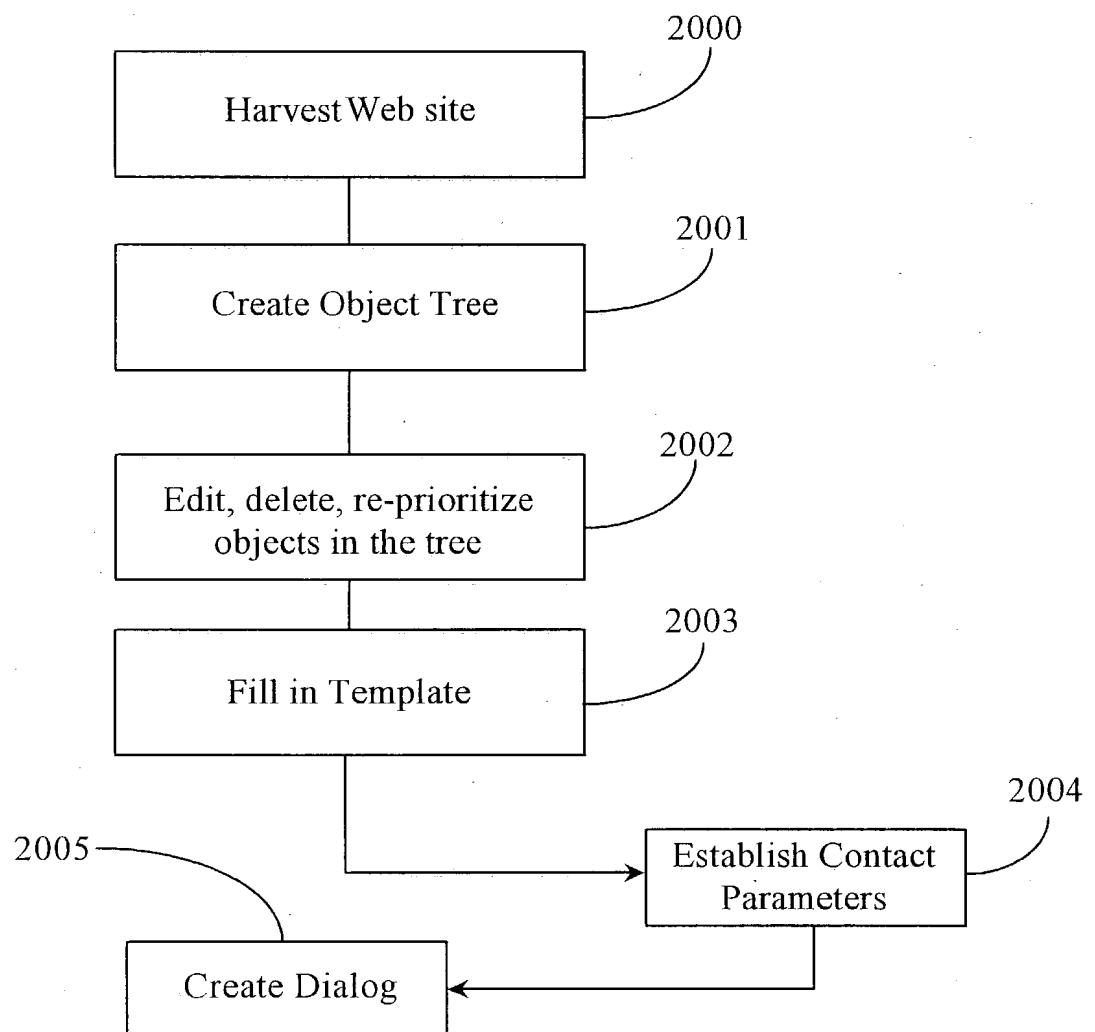


Fig. 20

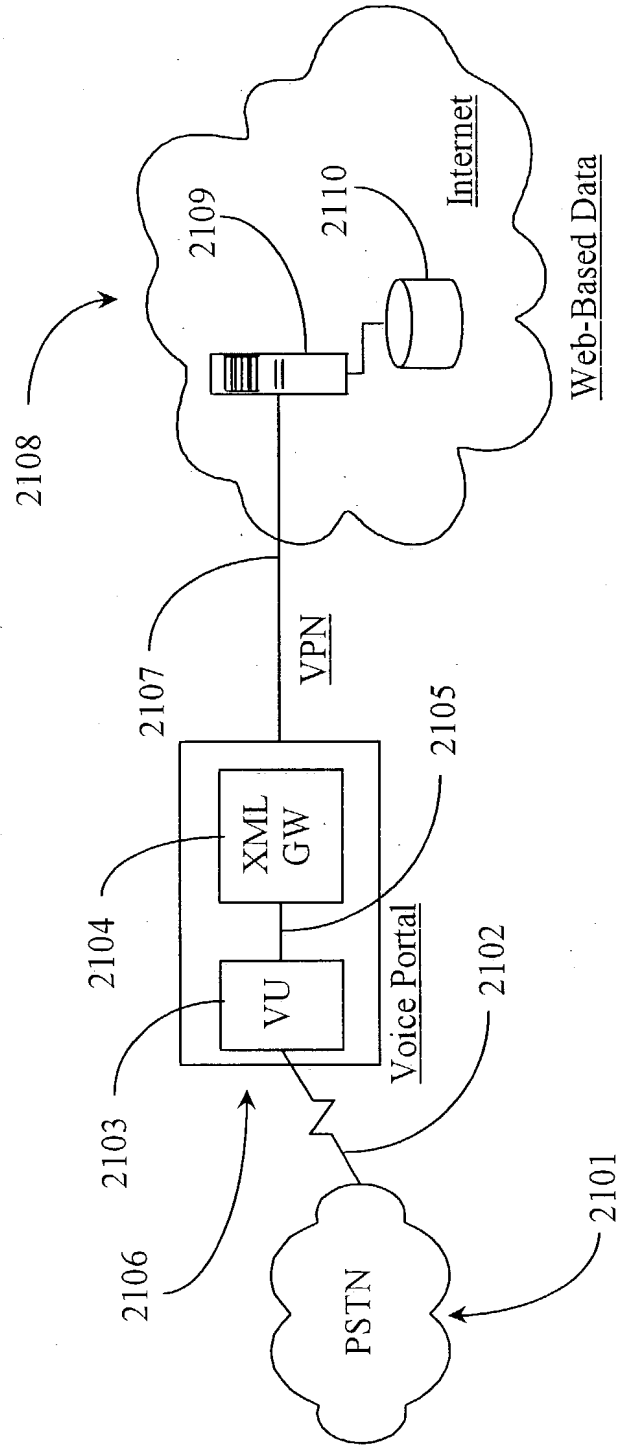


Fig. 21

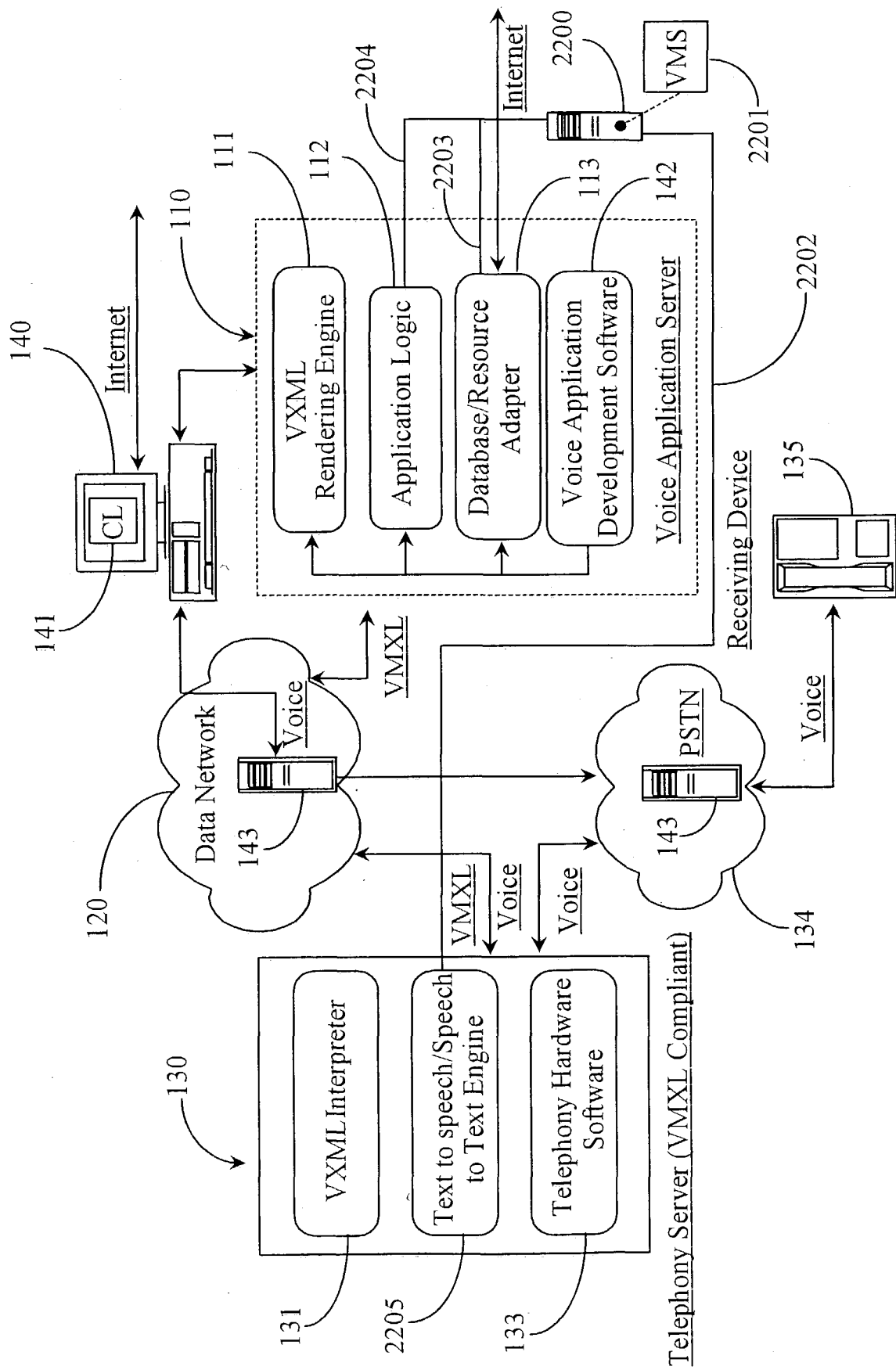


Fig. 22

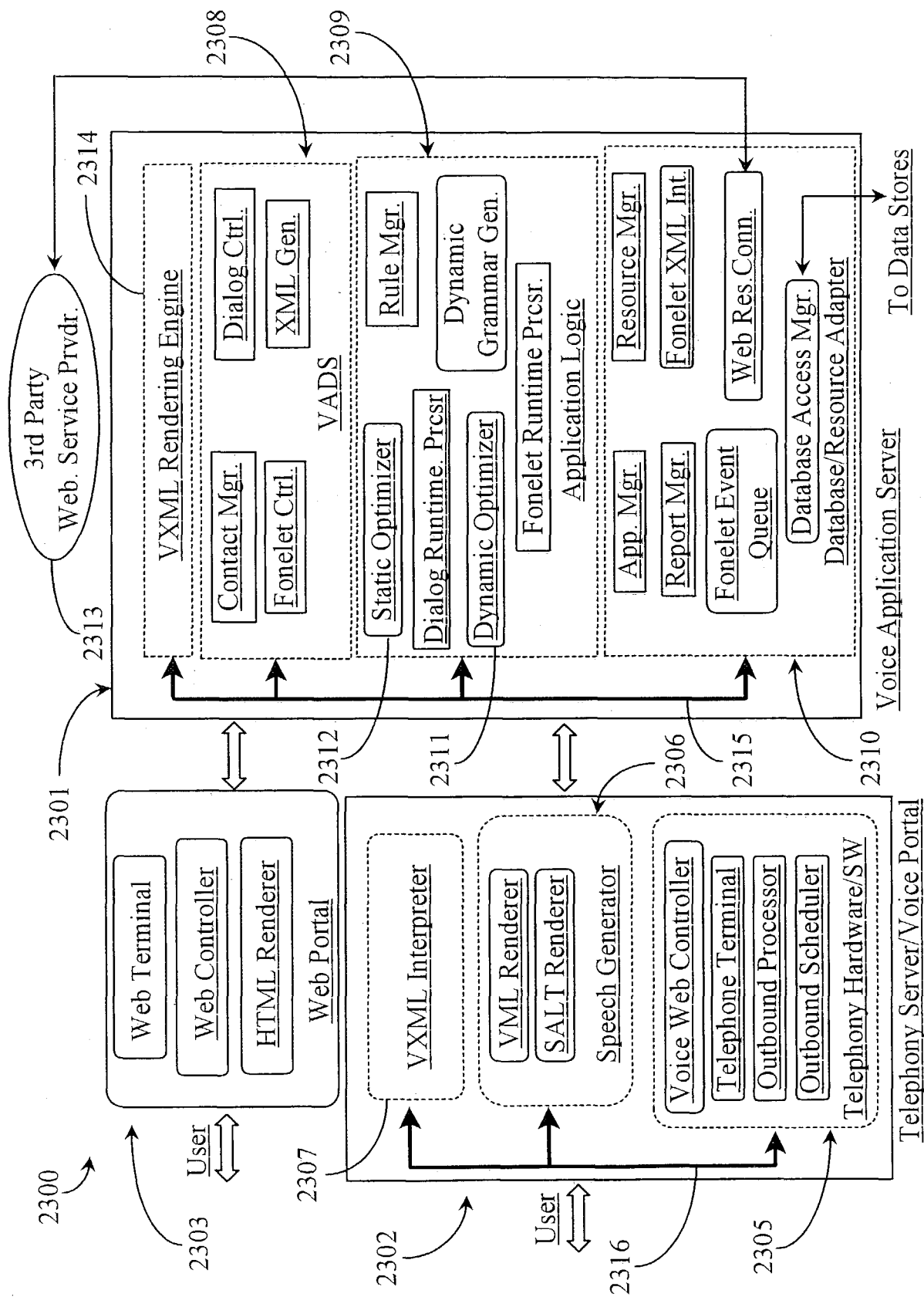


Fig. 23

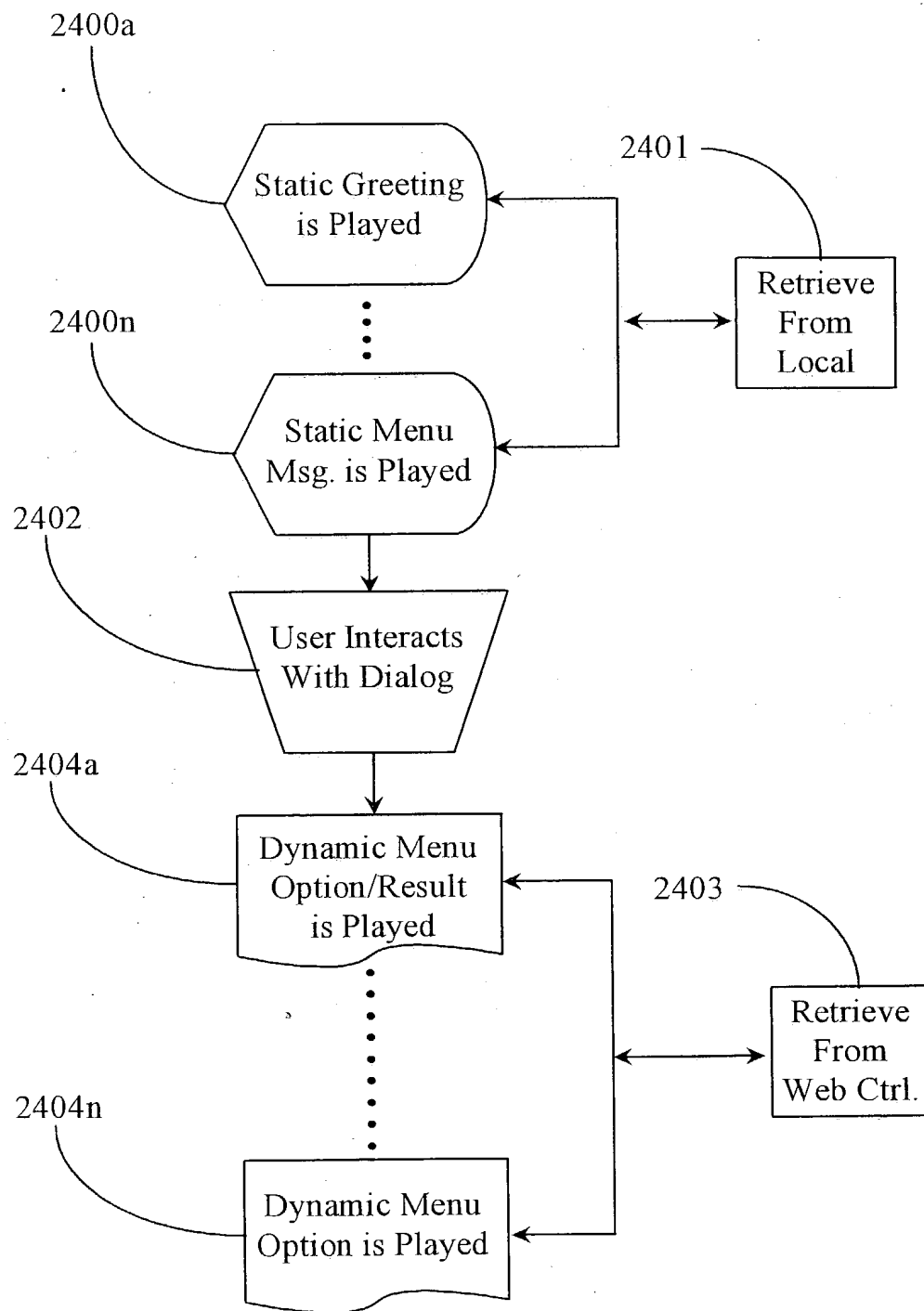


Fig. 24

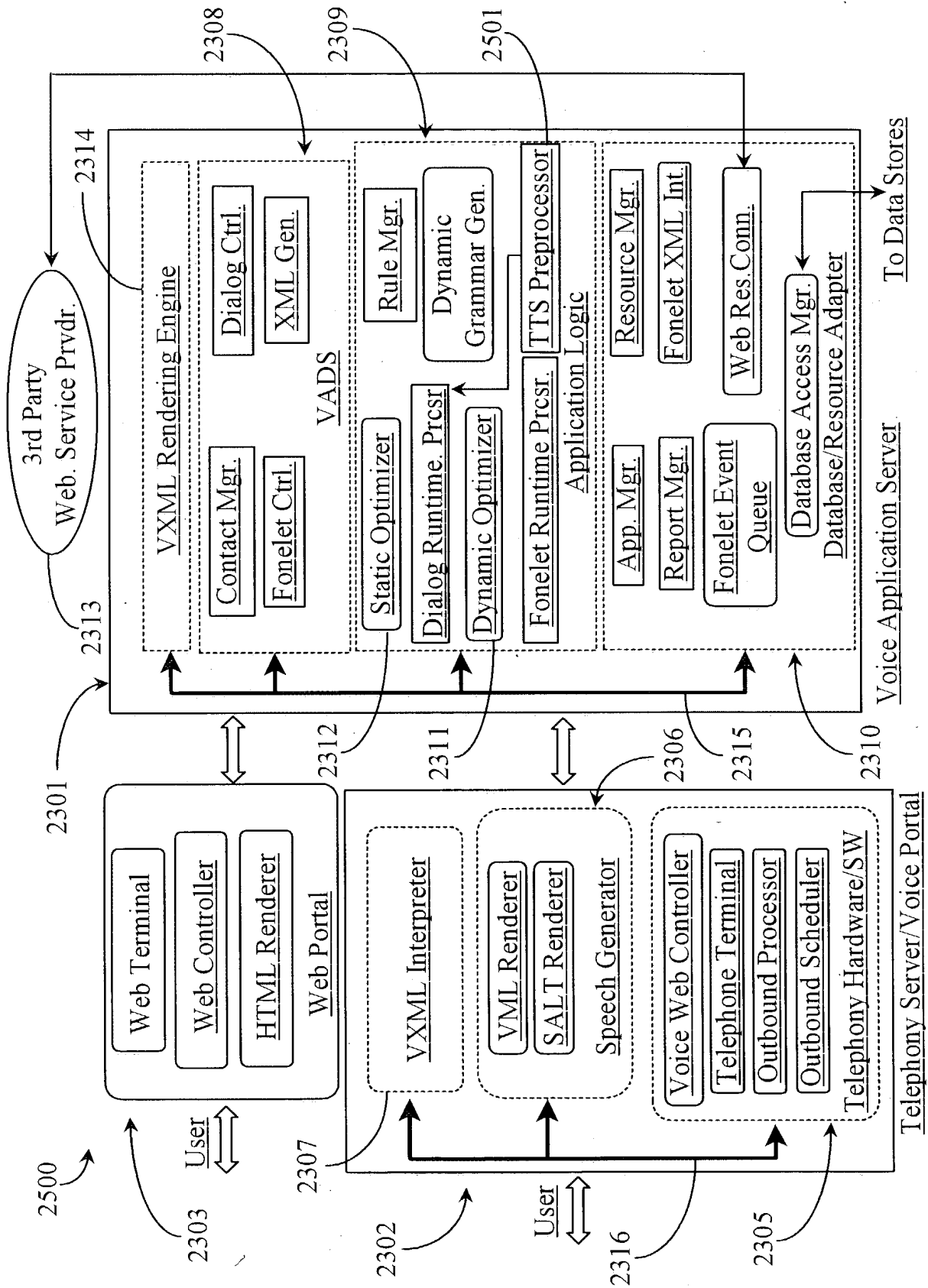


Fig. 25

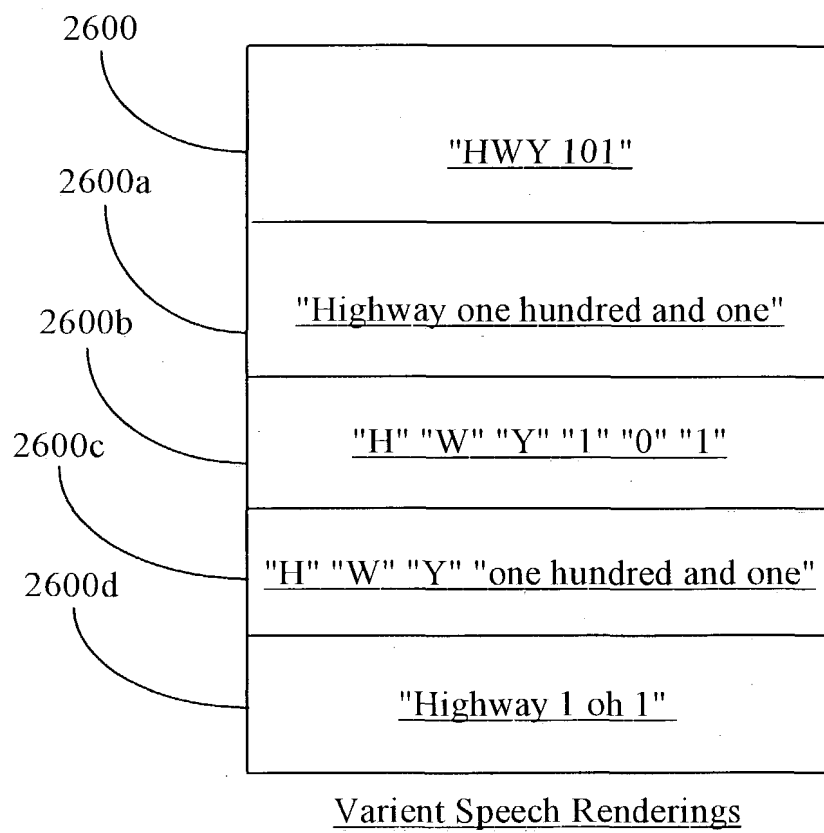


Fig. 26

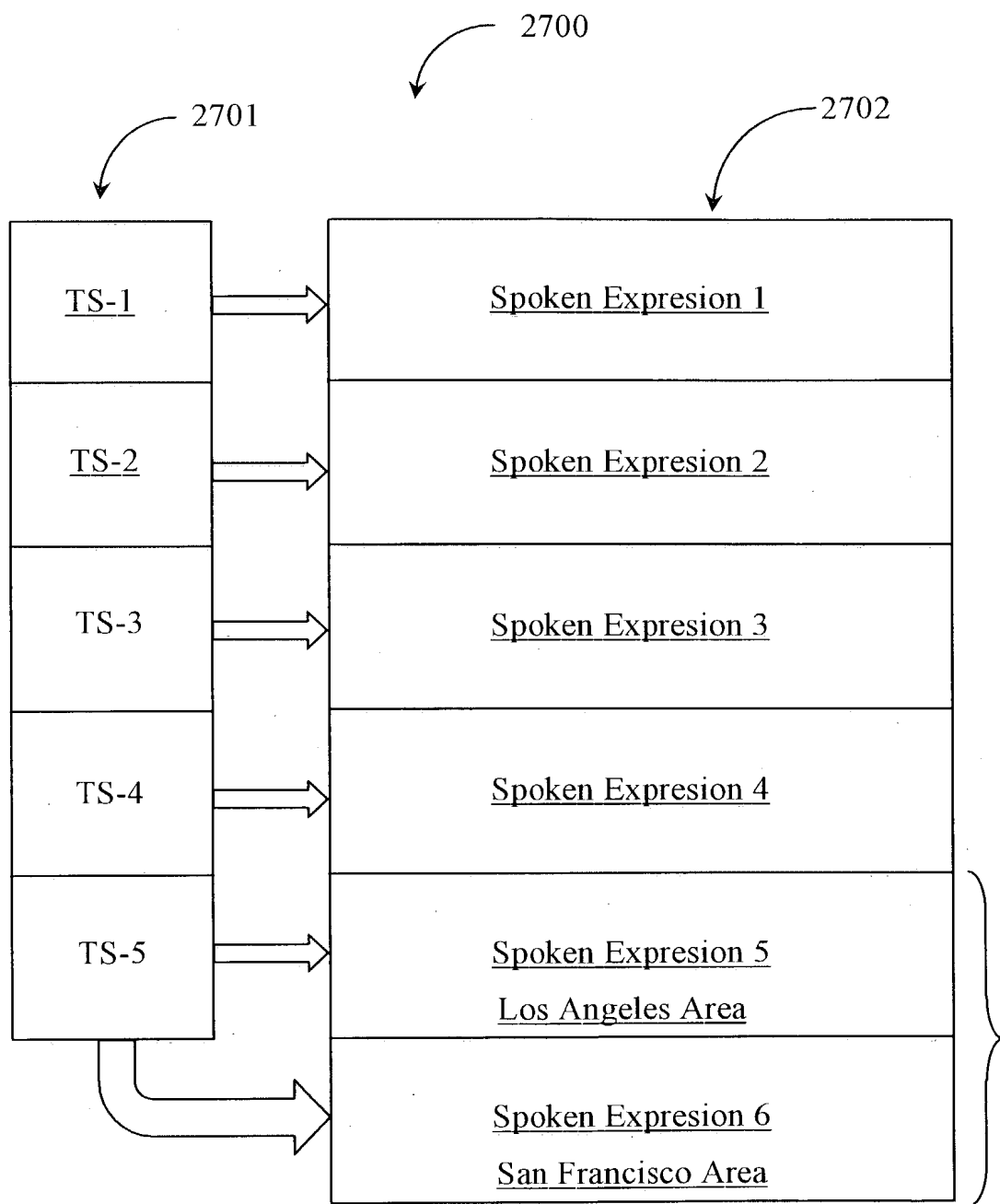


Fig. 27

2800		2301	3rd Party Web. Service Prvdr.	2314
	Web Terminal			
2303	<u>User</u>		<u>VXML Rendering Engine</u>	2308
	<u>Web Controller</u>		<u>Contact Mgr.</u>	<u>Dialog Ctrl.</u>
	<u>HTML Renderer</u>		<u>Fonelet Ctrl.</u>	<u>XML Gen.</u>
2307	<u>Web Portal</u>		<u>VADS</u>	2309
2302	<u>VXML Interpreter</u>	2801	<u>Dialog Runtime Prcsr.</u>	<u>Rule Mgr.</u>
	<u>VXML Renderer</u>		<u>Behavioral</u>	Dynamic
<u>User</u>	<u>SALT Renderer</u>		<u>Adaptation Engine</u>	Grammar Gen.
2316	<u>Speech Generator</u>		<u>Fonelet Runtime Prcsr.</u>	<u>TTS Preprocessor</u>
	<u>Voice Web Controller</u>	2306	<u>Application Logic</u>	
	<u>Telephone Terminal</u>	2315	<u>App. Mgr.</u>	<u>Resource Mgr.</u>
2305	<u>Outbound Processor</u>		<u>Report Mgr.</u>	<u>Fonelet XML Int.</u>
	<u>Outbound Scheduler</u>		<u>Fonelet Event</u>	<u>Web Res.Conn.</u>
	<u>Telephony Hardware/SW</u>	2310	<u>Queue</u>	
	<u>Telephony Server/Voice Portal</u>		Database Access Mgr.	
			<u>Database/Resource Adapter</u>	
			<u>Voice Application Server</u>	<u>To Data Stores</u>

Fig. 28

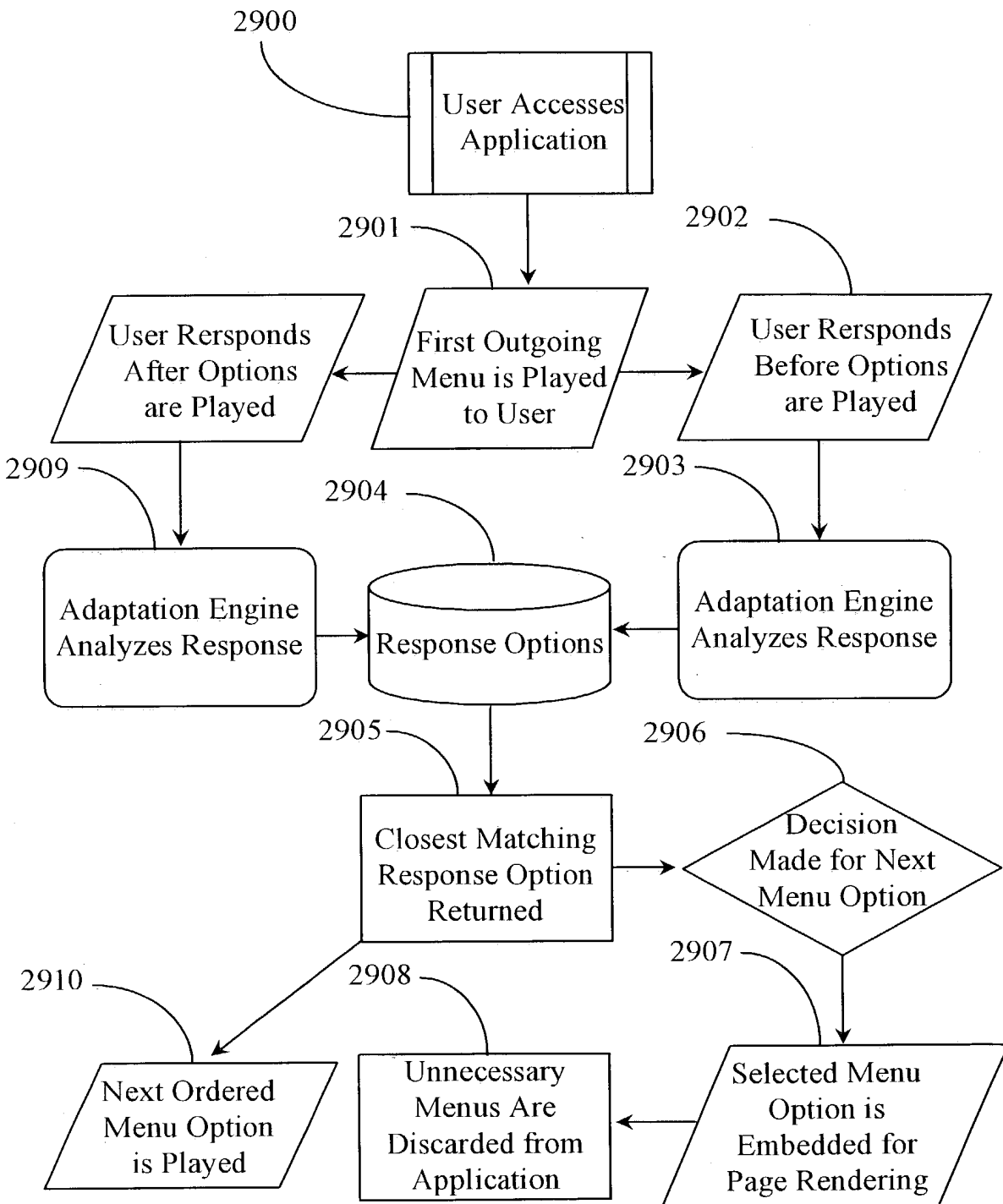


Fig. 29

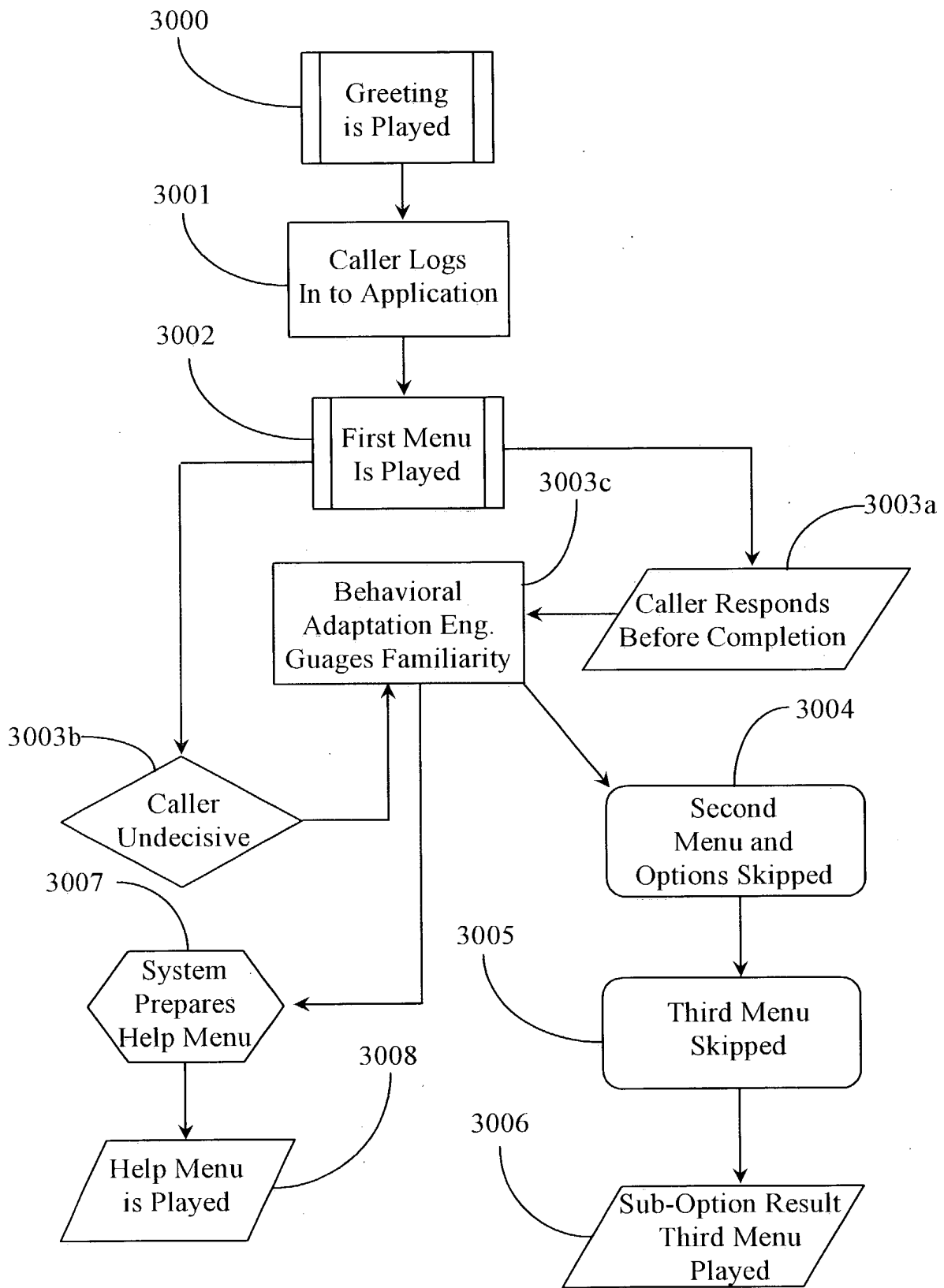


Fig. 30

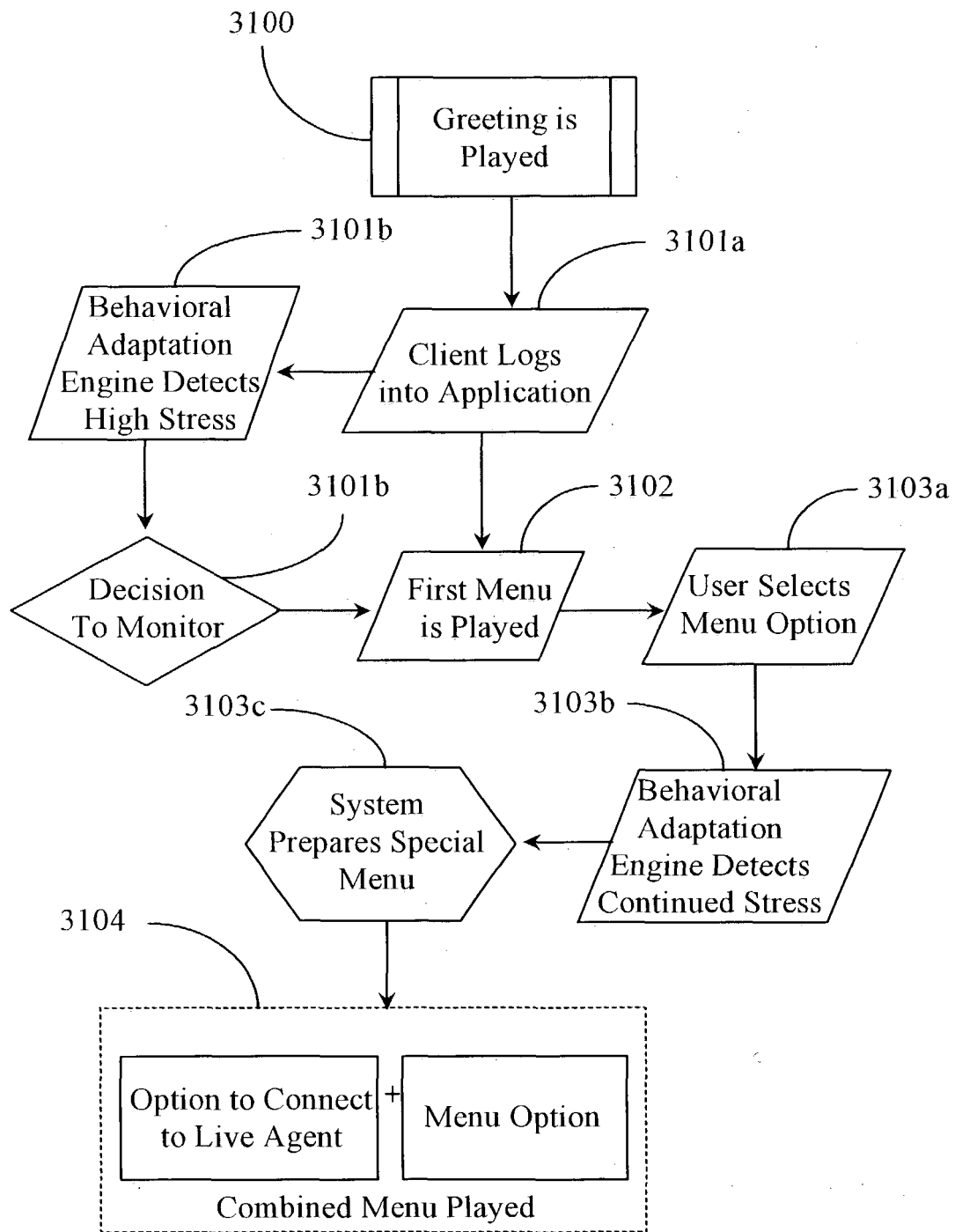


Fig. 31

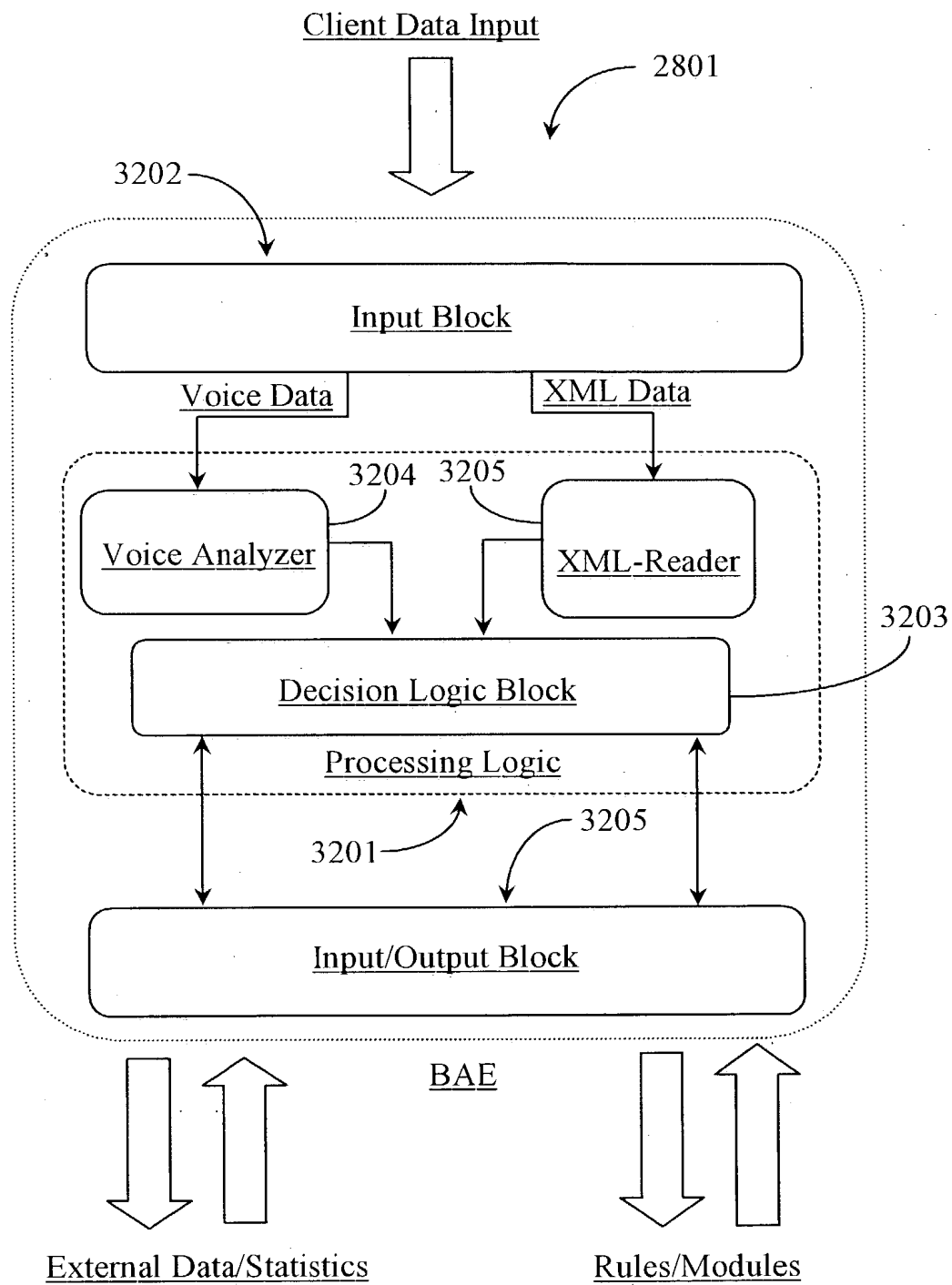


Fig. 32